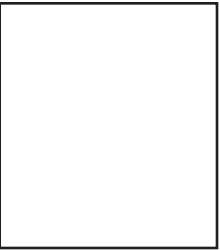




1374 Bryan Griffin Rd.
Butler, KY 41006

**IMPORTANT
INFORMATION
ABOUT YOUR WASTE
AND RECYCLING
SERVICE
ENCLOSED.**

Customer Name
Address
Florence, KY ZIP



Rumpke Service Starts April 1, 2009

**We are committed to keeping
Florence clean and green!**

Holiday Schedule

Rumpke does not provide service on Christmas Day and New Year's Day. All collection days falling on these holidays or after these holidays are delayed one day during that particular week. The following week collection schedules return to normal. Rumpke provides Florence uninterrupted service on all other holidays.

Monthly Rates

- Residential Trash: \$3.12 per month, per unit.
 - Residential Recycling: \$3.12 per month, per unit.
 - Commercial Customers: Call 1-877-786-7537 for pricing
- Residents will be billed annually. Customer is responsible for canceling and transferring service.*

Payment Options

Rumpke offers three convenient payment plans for customers.

- Checks or money orders: Make payable to Rumpke and mail to:
Rumpke
P.O. Box 538701
Cincinnati, OH 45253
- Credit Card: Rumpke accepts Visa, MasterCard and Discover cards. A convenience fee will apply.
- Online: Rumpke offers a convenient online bill payment option. Visit www.rumpke.com for instructions to set-up your payments.

Large Items

For collection of large items, such as mattresses, couches, chairs and toilets, contact Rumpke 24-hours in advance to request a bulk item pick-up.

Unacceptable Wastes and Other Restrictions

- Appliances containing freon require special handling procedures. Please contact Rumpke for details.
- According to federal law, Rumpke is not permitted to accept batteries, tires, liquids, dead animals, combustible materials or any items identified as hazardous waste.
- Bulky materials, such as drywall, concrete, bricks, dirt or rocks are not acceptable. Please call Rumpke for more information on disposal options.
- Drums and barrels are not acceptable trash containers and will be removed permanently. Rumpke will not replace these containers.

Customer Service

Rumpke is pleased to be the official waste service provider of Florence, Kentucky! At Rumpke, customer service is one of our top priorities, so if you have any questions, please contact us at 1-877-786-7537. We look forward to serving you!



**We look forward
to serving you!**

Rumpke is pleased to be the official waste hauler of Florence!

Beginning April 1, 2009, Rumpke will begin providing once per week trash and subscription recycling service to all residents and businesses located with-in the City limits.

The new rate for weekly trash collection will be \$3.12 per month and includes the use of one 96-gallon "waste wheeler." The typical household will fill a 96-gallon waste wheeler each week. However, smaller 65-gallon waste wheelers are available upon request. Additional 96-gallon waste wheelers are also available to rent for \$1 per month.



To order an additional waste wheeler or a smaller 65-gallon waste wheeler, please fill out the form below and mail it back to Rumpke. You can also order by calling Rumpke at 1-877-786-7537 or by emailing southeast.market@rumpke.com.

Rumpke will start delivering waste wheelers to residents the week of March 16. If you don't receive your waste wheeler by April 1, please contact Rumpke at 1-877-786-7537. Please note that additional waste wheelers and the smaller 65-gallon waste wheelers may not arrive prior to the start of the contract.

Rumpke is pleased to offer curbside recycling service for an additional \$3.12 per month. Customers who subscribe to recycle will now receive a full-sized 65-gallon recycling tote on wheels. Additional information on curbside recycling is enclosed.

Please review this packet of information and retain it for your records. In it you will find important information including:

- How you should place your waste wheeler at the curb
- Waste Guidelines
 - Recycling Information
 - Rumpke's Holiday Hours
 - Your Collection Day
 - Payment Options
 - Much More!

We look forward to serving you!

Rumpke Customer Service

**Rumpke
Service Starts
April 1, 2009!**

Florence, Kentucky

Additional/Smaller Waste Wheeler Request Form

To sign-up, please fill-out, detach and mail this form to:

Rumpke of Kentucky
1374 Bryan Griffin Rd.
Butler, KY 41006

You can also e-mail your information to southeast.market@rumpke.com or call 1-877-786-7537. Information will not be sold or shared with others. If you filled-out the curbside recycling form on the reverse side, you don't need to fill-in your contact information below.

☐ I would like an additional 96-gallon waste wheeler (\$1 per month charge) ☐ I would like a smaller 65-gallon waste wheeler

Name: _____

Address: _____

Phone: (____) _____ **E-mail (optional):** _____



We'll keep you clean!

Everyone gets a waste wheeler!

Getting your garbage to the curb has never been easier!

Rumpke is providing a 96-gallon waste wheeler to you and your neighbors. Using this new container will make taking the trash out easier, while making your streets look nicer on collection day. The waste wheeler will be delivered to you in the near future. Please contact Rumpke at 1-877-786-7537 if you have any questions.

Waste Wheeler Perks



The 96-gallon capacity holds as much as 3 standard trash cans, eliminating the need for multiple trips to the curb.



The sturdy lid prevents blowing, spilling and animal tampering.



The wheels allow easy handling and mobility.



An additional waste wheeler costs only \$1 per month.



Smaller 65-gallon waste wheelers are available. Call 1-877-786-7537 to order.

Waste Wheeler Preparation Guidelines

- Face the waste wheeler toward the street (wheels away from street).
- Position the waste wheeler within 2 feet of the curb.
- Avoid placing the waste wheeler near parked cars and mailboxes.
- Use trash bags for waste exceeding the waste wheeler capacity.
- Place extra trash bags on top of the waste wheeler.



Frequently Asked Questions

Q: Why is Rumpke providing me a free waste wheeler?

A: Your community will soon have automated residential trash collection. Rumpke needs your help to make the system successful, so please use the waste wheeler for your trash. If you have extra trash, please use trash bags and place on top of the waste wheeler. The waste wheeler is for residential use only.

Q: Who owns the waste wheeler?

A: Rumpke provided one waste wheeler to each household, and it remains the property of Rumpke. Please do not take the waste wheeler if you change residences.

Q: What if my trash doesn't fit in one waste wheeler?

A: You have several options. First, you may use trash bags; please place trash bags on top of the waste wheeler. Second, you may lease an additional waste wheeler for \$1 per month. Finally, you can reduce the amount of trash through recycling.

Q: Why should I use trash bags for extra waste instead of my current garbage can?

A: The automated system will only be effective if you use the waste wheeler and bags only.

Additional Questions?

Don't Hesitate to Contact Us!

Phone
1-877-RUMPKE-7
1-877-786-7537

E-mail
southeast.market@rumpke.com

Web
www.rumpke.com



We'll keep you green!

Curbside Recycling Available!

Helping the environment one can at a time

Did you know that more than half of what you throw away could have been recycled? You can help save natural resources, conserve landfill space and set a good example for Florence's youth by recycling items like glass bottles, cardboard boxes and telephone books.

Rumpke Recycling has made recycling easy! Florence residents participating in the curbside program are provided a 65-gallon wheeled cart. The cart is green to distinguish it from the waste wheelers used for trash. Residents then fill their cart with recyclable material like aluminum cans and junk mail. Everything can go into one container! No separation is needed! Residents then put their recycling carts at the curb the evening before their scheduled trash day. A Rumpke Recycling truck will collect the materials and take them to Rumpke's Material Recovery Facility in Cincinnati, where they will be sorted and shipped to manufacturers to be turned into something new and useful. To learn more about the recycling process, visit www.rumpkerecycling.com.



Rumpke Recycling
Mascot Binny

Did you know?

- Recycling just one aluminum can saves enough energy to power a television for three hours!

- The energy saved from recycling one glass bottle will light a 100-watt bulb for four hours.

- If we recycled all of the newspapers printed in the U.S. on a typical Sunday, we would save 550,000 trees—or about 26 million trees per year!

Start recycling for just \$3.12 a month!

Visit www.rumpkerecycling.com

Curbside Recycling Subscription

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1374 Bryan Griffin Rd.
Butler, KY 41006

You can also e-mail your information to southeast.market@rumpke.com or call 1-877-786-7537. Information will not be sold or shared with others. If you filled-in your contact information on the reverse side, then you don't need to fill it in below.

☐ I would like to participate in Florence's curbside recycling program (\$3.12 per month)

Name: _____

Address: _____

Phone: (____) _____ E-mail (optional): _____

Florence, Kentucky